

**PENGARUH *E-TRAINING* DENGAN MEDIASI *AFFECTIVE*
COMMITMENT DAN *READINESS TO CHANGE* TERHADAP KINERJA
KARYAWAN**

(Studi pada Karyawan Perusahaan Telekomunikasi di Bandung)

TESIS

Diajukan untuk Memenuhi Salah Satu Syarat Memperoleh Gelar Magister
Manajemen pada Program Studi Manajemen



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**PROGRAM STUDI S2 MANAJEMEN
FAKULTAS PENDIDIKAN EKONOMI DAN BISNIS
UNIVERSITAS PENDIDIKAN INDONESIA
BANDUNG
2023**

LEMBAR HAK CIPTA

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Sebuah Tesis yang Diajukan untuk Memenuhi Salah Satu Syarat Memperoleh
Gelar Magister Manajemen pada Program Studi Manajemen Fakultas
Pendidikan Ekonomi dan Bisnis

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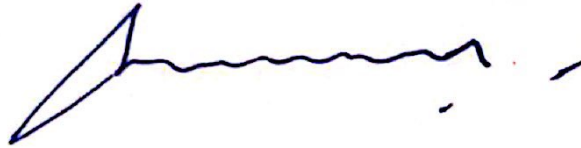
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KATA PENGANTAR

Puji serta syukur senantiasa dipanjatkan kepada kehadiran Allah SWT yang selalu memberikan rahmat-Nya sehingga penulis dapat menyelesaikan tesis yang berjudul “**PENGARUH *E-TRAINING* DENGAN MEDIASI *AFFECTIVE COMMITMENT* DAN *READINESS TO CHANGE* TERHADAP KINERJA KARYAWAN**” pada waktu yang tepat.

Tesis ini merupakan salah satu syarat untuk mendapatkan gelar Magister Manajemen pada Prodi Manajemen di Universitas Pendidikan Indonesia. Penulis sangat mengharapkan kritik serta saran membangun untuk perbaikan pada tesis ini.

Akhir kata penulis mengucapkan terima kasih kepada pihak-pihak yang telah membantu serta berharap semoga tesis ini dapat bermanfaat bagi berbagai pihak yang terkait.

Bandung, April 2023

Penulis

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UCAPAN TERIMA KASIH

Alhamdulillah rabbil'alamin. Puji syukur kehadirat Allah SWT yang senantiasa mencurahkan Rahmat dan Karunia kepada hamba-Nya, dan atas Kuasa-Nya pula penulis dapat menyelesaikan skripsi ini. Selama proses penyusunan skripsi ini, penulis menyadari bahwa hambatan dan kesulitan selalu ada, namun karena adanya bantuan, dorongan dan do'a dari berbagai pihak, akhirnya skripsi ini dapat terselesaikan. Sebagai bentuk penghargaan, penulis ucapkan terimakasih yang sebesar - besarnya kepada:

1. Prof. Dr. M. Solehudin M.Pd., M.A, selaku Rektor Universitas Pendidikan Indonesia.
2. Bapak Prof. Dr. H. Eeng Ahman, MS. selaku Dekan Fakultas Pendidikan Ekonomi dan Bisnis Universitas Pendidikan Indonesia.
3. Ibu Dr. Maya Sari Lutan, S.E., M.M selaku Ketua Program Studi S2 Manajemen Fakultas Pendidikan Ekonomi dan Bisnis Universitas Pendidikan Indonesia.
4. Bapak Prof. Dr. H. Eeng Ahman, MS.. selaku Dosen Pembimbing I yang senantiasa membimbing dengan kesabaran dan ketelitian juga meluangkan waktu, tenaga, dan pikiran di tengah-tengah kesibukannya sehingga penulis dapat menyelesaikan tesis ini. Terimakasih atas waktu, ilmu, dan kesempatan disertai kemudahan yang telah bapak luangkan bagi peneliti. Semoga kesehatan, keselamatan dan harapan-harapan selalu menyertai kehidupan bapak dan keluarga.
5. Ibu Dr. Hady Siti Hadijah, M. Si Dosen Pembimbing II yang senantiasa membimbing dengan kesabaran dan ketelitian juga meluangkan waktu, tenaga, dan pikiran di tengah-tengah kesibukannya sehingga penulis dapat menyelesaikan tesis ini. Terimakasih atas waktu, ilmu, dan kesempatan disertai kemudahan yang telah ibu luangkan bagi peneliti. Semoga kesehatan, keselamatan dan harapan-harapan selalu menyertai kehidupan ibu dan keluarga.
6. Bapak Dr. Budi Santoso M.Si dan Askolani, S.E., M.M. sebagai Dosen Penguji I dan II yang memperbaiki dan mengarahkan penelitian menjadi lebih baik. Juga meluangkan waktu, tenaga, dan pikiran di tengah-tengah kesibukannya sehingga penulis dapat menyelesaikan tesis ini. Terimakasih atas waktu, ilmu,

dan kesempatan disertai kemudahan yang telah bapak luangkan bagi peneliti. Semoga kesehatan, keselamatan dan harapan-harapan selalu menyertai kehidupan bapak dan keluarga.

7. Ibu Dr. Susanti Kurniawati, M.Si selaku Dosen PPG Pendidikan Ekonomi Universitas Pendidikan Indonesia yang senantiasa memberikan dukungan, pengertian dan motivasi bagi penulis untuk dapat berkembang dan dapat menyelesaikan penulisan tesis ini.
8. Segenap Dosen Program Studi S2 Manajemen Fakultas Pendidikan Ekonomi dan Bisnis UPI yang telah membimbing dan memberikan motivasi serta bantuan bagi penulis selama menjalani perkuliahan. Serta Staff Tata Usaha yang membantu pelaksanaan bimbingan.
9. Ayahanda dan Ibunda tercinta, Sutisna Sutriadi S.Pdi dan Lilis Hartini atas do'a, motivasi, kepercayaan, cinta dan kasih sayang tak terhingga selama ini. Kalian adalah sumber motivasi terbesar bagi penulis dalam menyelesaikan tesis ini.
10. Rekan-rekan Program Studi S2 Manajemen yang selalu memberikan dukungan dan bantuan, terutama Alvin, Fitri, Asha, Widi, Sucia, Diky, Mega, Ita, Marissa, Bella, Rahmi, Della, Syarif, Ipran dan lainnya.
11. Sahabat yang selalu mendengarkan keluh kesah dan memberikan dukungan, terutama Putri, Restian, Fitri, Arni, Jihan, Yuniar, Cindy, Sindi, Apin, Nurmala.
12. Seluruh dosen dan rekan-rekan Program Studi PPG Prajabatan Ekonomi 2022 yang selalu memberikan dukungan dan pengertian terutama Eka, Feggy, Elia, Fany, Nur Israaq, Yuni, Shara, Gumelar, Diky, Novelia, Indri, Astry dan lainnya.
13. Ibu Nurwulan selaku Human Capital dan rekan-rekan responden yang telah bersedia mengisi instrumen penelitian ini sehingga penulis dapat menyelesaikan tesis ini tepat pada waktunya.
14. Seluruh keluarga tercinta, Om dan Tante, Daffa, Roufi, dan Arif yang selalu mendengarkan keluh kesah, memberikan dukungan dan perhatian.
15. Cumoca beloved anabul yang selalu menemani penulis dari awal kuliah hingga dapat menyelesaikan tesis ini. *He's gone too soon, sorry for your loss, rest peacefully Cumoca.*

16. Semua pihak yang telah membantu peneliti dalam menyelesaikan studi di Universitas Pendidikan Indonesia yang tidak dapat disebutkan satu persatu.

Penulis sangat berterimakasih yang sebesar-besarnya pada keluarga tercinta dan sahabat yang selalu memberikan do'a, perhatian, semangat, dan nasihat selama proses penyelesaian tesis ini sehingga dapat terselesaikan dengan baik.

“Jazakumullah khairan katsiran. Wa jazakumullah ahsanal jaza“. Semoga Allah SWT memberikan balasan atas kebaikan-kebaikan semua pihak yang telah membantu penulis dalam menyelesaikan tesis ini dengan balasan yang terbaik serta menghapuskan dosa atas semua kesalahan dan kekhilafan. Aamiin.

Bandung, April 2023

Firliandini

Firliandini (2013084). “ PENGARUH *E-TRAINING* DENGAN MEDIASI *AFFECTIVE COMMITMENT* DAN *READINESS TO CHANGE* TERHADAP KINERJA KARYAWAN (Studi pada Karyawan Perusahaan Telekomunikasi di Bandung)”. Di bawah bimbingan Dosen Pembimbing I: Prof. Dr. H. Eeng Ahman, M.S dan Dosen Pembimbing II : Dr. Hady Siti Hadijah, M. Si.

ABSTRAK

Penelitian ini dilatarbelakangi oleh menurunnya kinerja karyawan dari tahun ke tahun pada salah satu perusahaan telekomunikasi di Bandung dari tahun 2019 hingga tahun 2021. Penelitian ini bertujuan untuk mengetahui sejauh mana *E-Training* (X), *Affective Commitment* (M1) dan *Readiness to Change* (M2) menjadi solusi terhadap masalah Kinerja Karyawan (Y). Metode penelitian yang digunakan adalah survei eksplanatori dengan menggunakan kuesioner sebagai alat pengumpul data. Populasi dalam penelitian adalah karyawan perusahaan XYZ, dan sampel dalam penelitian ini adalah sebanyak 113 responden karyawan yang diperoleh dari pengambilan sampel dengan menggunakan teknik *simple random sampling*. Teknik analisis data menggunakan SEM dibantu dengan program SMART PLS 2.9. Hasil penelitian menunjukkan bahwa *E-Training* berpengaruh secara langsung dan positif terhadap kinerja karyawan. *E-Training* berpengaruh secara langsung berpengaruh dan positif terhadap *Affective Commitment* pada karyawan. *E-Training* berpengaruh secara langsung berpengaruh dan positif terhadap *Readiness to Change* pada karyawan. *Affective Commitment* secara langsung berpengaruh dan positif terhadap kinerja karyawan. *Readiness to Change* secara langsung berpengaruh dan positif terhadap kinerja karyawan. *Affective Commitment* memediasi pengaruh *E-Training* terhadap kinerja karyawan. *Readiness to Change* memediasi pengaruh *E-Training* terhadap kinerja karyawan.

Kata Kunci : *E-Training*, *Affective Commitment*, *Readiness to Change*, Kinerja Karyawan

Firliandini (2013084). "EFFECT OF E-TRAINING WITH MEDIATION OF AFFECTIVE COMMITMENT AND READINESS TO CHANGE ON EMPLOYEE PERFORMANCE (Study on Employees of Telecommunications Companies in Bandung)". Under the guidance of Supervisor I: Prof. Dr. H. Eeng Ahman, M.S and Advisor II : Dr. Hady Siti Hadijah, M.Si.

ABSTRACT

The background of this research is the decline in employee performance from year to year at a telecommunications company in Bandung from 2019 to 2021. This study aims to determine the extent of E-Training (X), Affective Commitment (M1) and Readiness to Change (M2) is a solution to the problem of Employee Performance (Y). The research method used was an explanatory survey using a questionnaire as a data collection tool. The population in this study were XYZ company employees, and the sample in this study were 113 employee respondents who were obtained from sampling using simple random sampling technique. The data analysis technique uses SEM assisted by the SMART PLS 2.9 program. The results of the study show that E-Training has a direct and positive effect on employee performance. E-Training has a direct and positive effect on Affective Commitment to employees. E-Training has a direct and positive effect on Readiness to Change for employees. Affective Commitment has a direct and positive effect on employee performance. Readiness to Change has a direct and positive effect on employee performance. Affective Commitment mediates the effect of E-Training on employee performance. Readiness to Change mediates the effect of E-Training on employee performance.

Keywords : E-Training, Affective Commitment, Readiness to Change, Employee Performance

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